

Person Specification: Retail Manager

Requirement	Essential or Desirable?	How assessed?
EDUCATION AND QUALIFICATIONS		
At least GCSE standard in Maths and English or equivalent	Essential	CV
NVQ or equivalent in customer service	Desirable	CV
KNOWLEDGE AND EXPERTISE		
Minimum of 2 years management experience	Essential	CV and interview
Ability to record and keep accurate information	Essential	CV and interview
Excellent interpersonal and customer service skill	Essential	CV and interview
Knowledge of charity sector working	Desirable	CV and interview
EXPERIENCE		
Relevant retail experience	Essential	CV and interview
Experience of merchandising/presentation standards within a retail environment	Essential	CV and interview
Knowledge and experience of cash handling	Essential	CV and interview
Successful track record of increasing sales within a retail environment	Desirable	CV and interview
Experience of working with and managing volunteers	Desirable	CV and interview
PERSONAL ATTRIBUTES		
Friendly, warm and sensitive manner in personal, email and telephone communication	Essential	Interview
Highly motivated	Essential	Interview
Sympathetic to the mission of the Church and with the aims, vision and values of St Beuno's	Essential	Interview